

White County 911 Emergency Services

What is 911?

[WHAT IS 911](#)

[WHEN NOT TO CALL 911](#)

[HOW TO CALL 9-1-1](#)

[WHAT TO REMEMBER](#)

[WHEN TO CALL 911](#)

[ANYONE CAN CALL 9-1-1](#)

[HOW 9-1-1 WORKS](#)

[HELPFUL TIPS](#)

What is 9-1-1?

Plain and simple----- 9-1-1 is a three-digit telephone number that you can call 24 hours a day for police, fire or emergency medical services. 9-1-1 saves valuable time in an emergency. According to nationwide statistics, it can take up to 2 1/2 minutes to find your telephone directory and another 30 seconds to locate the correct number. In an emergency, 3 minutes is a long time - time that can be saved by remembering to call 9-1-1!

When to call 9-1-1

In an emergency (when you believe that the immediate response of the police, a fire truck or an ambulance is needed).

Some examples of when to call 9-1-1:

- ?? When you see fire or smoke.
- ?? When you or someone with you is in danger.
- ?? When you see a crime is being committed or has just occurred.
- ?? When you believe that an ambulance is needed because someone is hurt or sick.
- ?? When someone is trying to get in your house.
- ?? When someone suspicious is prowling around your house or neighbors house.
- ?? When a child is approached by a stranger.

[Return to top of page](#)

When NOT to call 9-1-1

Some examples of when not to call 9-1-1:

- ?? Do not call to ask for a phone number.
- ?? Do not call just to see if "it works".
- ?? Do not call to obtain weather reports.
- ?? Do not call to report utility problems (such as power outages, phone and water repairs).
- ?? Do not call to ask for directions or road names.
- ?? Do not call for general information pertaining to police reports, jails.
- ?? Do not call to report your keys locked in your vehicle, unless someone is locked inside.
- ?? Do not call to request an ambulance for non-emergency routine transports.

REMEMBER...9-1-1 is to be used for emergencies (when you believe that the immediate response of the police, a fire truck or an ambulance is needed).

For non-emergency law enforcement assistance, contact your local police department. (Numbers are listed in the telephone directories of the town or city the police department is located in.)

See also LINK to **POLICE/FIRE/EMS** for listing of White County Emergency Services Departments.

[Return to top of page](#)

Anyone can call 9-1-1

Anyone can call 9-1-1, no matter how old you are. There have been children on Rescue 911 that have helped their parents and they were only 3 years old!

The sight-impaired can use the digits, 9-1-1 on the telephone.

The hearing and speech impaired can use a special phone called a TTY/TDD machine to access 9-1-1.

[Return to top of page](#)

How to call 9-1-1

To call 9-1-1 from a home phone or a simple business phone, pick up the phone and press the numbers, 9-1-1.

To call 9-1-1 from a Centrex or PBX business extension (for example, large businesses with multiple lines/extensions, hotels, etc), obtain an outside line and then press the numbers, 9-1-1.

To call 9-1-1 from a pay phone, no money is needed, simply pick up the receiver and press the numbers 9-1-1.

To call 9-1-1 from a cellular phone or mobile phone, press the numbers 9-1-1 and press the "send" or "snd" button (this button is usually green). The 9-1-1 Telecommunicator will not know your location and sometimes your telephone number may not be obtainable as this feature is not currently available for wireless service in White County. Be prepared to give your cell phone number and your location. For differences in 9-1-1 Wireline and Wireless services in White County, see **Wireline vs. Wireless 911**.

[Return to top of page](#)

9-1-1 and how it works

When you dial 9-1-1 in White County, your call will be automatically routed to the 9-1-1 answering point that provides emergency services for the location from which you are calling. There are two 9-1-1 answering points in our county. The primary PSAP (Public Safety Answering Point) is located at the Illinois State Police District #19 post. The secondary PSAP is located at the Grayville Police Department. Each PSAP is equipped to function independently and has the capability to receive calls from anywhere within the boundaries of White County.

In some cases the answering point that receives your initial call may need to transfer you to a secondary answering point. You will be told that you are being transferred and to hold on. Do not hang up during the transfer.

[Return to top of page](#)

What do I need to do when I use 9-1-1?

9-1-1 is only a telephone number. Quick response depends on the important information that you provide. The 9-1-1 Telecommunicator will ask you a series of questions. Remain calm and be prepared to provide the following information:

- ?? **What is the exact location of the incident?**
- ?? **What is the phone number you are calling from?**
- ?? **What is the problem (Tell me exactly what happened)?**
- ?? **If you are reporting a medical emergency be prepared to provide the following additional information.**
 - **What is wrong with the patient?**
 - **Age of patient.**
 - **Is the patient conscious?**
 - **Is the patient breathing?**

[Return to top of page](#)

REMEMBER:

9-1-1 is not for jokes ... it is for people who need help.

Based on the Illinois Criminal Code, persons placing prank / nuisance calls to 911 can be fined up to \$2,500.00 and serve up to one (1) year in jail.

[Return to top of page](#)

Helpful Tips

1. Post your address, phone number and the closest intersection to your home by each telephone for anyone (baby-sitter, friend, visitor and family members) to be able to give the vital information needed for quick response.
2. Be sure your house number is visible from the street or clearly posted where your driveway joins the main road.
3. Be sure to explain to your children what is and is not an emergency! If they are ever in doubt tell them to call 9-1-1.

[Return to top of page](#)

**What is 911?
Addressing/Maps
Wireline vs. Wireless 911**

**Police/Fire/EMS
Public Education
Other Contact Information**

**911 Home
White County Home**